

Development Services



CPI Legacy

A record of improvements made by the City of
Salina, Kansas, since November 2012

CPI Improvements

November 2012 thru March 2016

SALINA CITY

36 Improvements

Development Services

Administration: W-MEDIATE

Waiting

Mistakes/Defects

Excess Movement or Motion of Workers

1. Improved presentations in room 107 by installing an application that allows a laptop to become a remote host to the room 107 workstation. This gives the presenter direct control over the slides without the need of another person at the workstation.
2. Increased capacity by printing and mounting important maps in the main hall of Development Services. This makes it much easier and quicker for plan reviewers and permit techs to reference the maps for key pieces of information, thereby creating a “one stop shop” setting.

Do it Right the First Time

3. Increased capacity by creating an automatic recurring calendar alert that notifies/reminds staff to submit their timesheets.
4. Avoided spending by repurposing two boxes of folders that were placed on a giveaway table in the copier/mail room.
5. Increased capacity by obtaining 6 volunteers from the Volunteer Connection, who assisted us prepare a 1,200 piece certified mailing (Star Bond).

Inefficient Processes

6. Development Services and Finance reduced costs during the life time of copying equipment by replacing 3 older copiers with 2 newer ones. This also placed a color copier into the Development Services area, which has reduced excess movement of employees.
7. Increased capacity by setting up a cash box system in Development Services for use in paying for the Register of Deeds.

8. Improved efficiency and reduced costs by switching from a paper survey for commercial projects to Survey Monkey. We now send a link to the survey in an email and all responses are collected on-line.
9. Reduced friction by placing keys to meeting rooms in a centralized, but discreet location, rather than having a single person as the keeper of the keys.
10. Improved organization by numbering envelope boxes (i.e. 1 of 10, 2 of 10, etc.) and attaching a note on the last box that instructs staff to notify the appropriate clerk that new envelopes need to be ordered.

Always do the right thing

11. Improved service to citizens by installing a bulletin board and brochure rack in the main corridor outside the Development Services office. The bulletin board and brochure rack will be used to educate the public regarding zoning, construction, and property maintenance regulations

Transporting Work

12. Increased capacity by replacing paper Leave Request forms with electronic Leave Request procedures.

Excess Inventory

Building Services – W-MEDIATE

Waiting

Mistakes/Defects

13. Building Services & Planning: Increased capacity by using the GovPartner Building module software for the Plan Review Process. Plan review comments can be entered directly into the GovPartner software resulting in automatic compilation into a letter format. This letter can then be distributed for approval, edits made, and the final copy provided to the permit applicant.
14. Building Services & Planning: Improved efficiency by asking all staff involved in plan checks to provide plans/documents to a designated person for check-in and tracking. This will also ensure that all related plans/documents are stored in one location (GovPartner project file)

Excess Movement or Motion of Workers

15. Increased capacity by combining inspection schedules for slab homes in GovPartner. These changes include grouping inspections as follows: (1) Radon under slab, drain time, plumbing ground run, (2) electrical service, electric meter release, (3) gas service, gas meter release, and (4) footing and concrete encased electrode.

Do it Right the First Time

16. Building Services & Planning: Increased capacity by revising the required submittal documents to incorporate additional design details for proposed accessory structures. This included the creation of an Accessory Structures Compatibility Checklist.
17. Increased capacity by eliminating the confusion and duplication of work that sometimes occurred when inspecting fire lines, sewers, and backflow. We simply clarified who was responsible for what so that in the future inspections can be done right the first time.
18. Building Services & Planning: Increased capacity by utilizing a tool available in GovPartner software, which will prevent inspections from being scheduled until all required submittals have been received.
19. Improved the quality of service by adding a new inspection type in GovPartner that specifies when Engineering inspectors enter footing inspections for new homes.
20. Increased capacity and reduced friction by revising the Commercial Building Permit application form to include a requirement for the applicant to provide the name of the company or companies who will be performing site utility work. Staff can now verify the status of the contractor's license with the City prior to issuing the permit.
21. Building Services & Planning: Increased capacity by creating two new inspection types for commercial-new building final inspection, and residential-new home final inspection. Staff now has the ability to report/track these types of inspections.

Inefficient Processes

22. Building Services & Planning: Increased capacity by simplifying meeting notes to key points, decisions, code references, and homework items. Uses Olympus digital recorder to record the meeting proceedings verbatim.
23. Increased capacity by eliminating the delivery of approved plans to the job site (which has not provided any significant benefit) and instead required the permit applicant to pick up approved plans from Building Services.
24. Increased capacity by redesigning the process for releasing meters to just 2 steps, instead of 5 steps.
25. Building Services & Neighborhood Services: Increased efficiency by placing both Neighborhood Services and Building Services electronic files into a single folder, on a single drive.

26. Increased capacity by 10 minutes per each fire line inspection event (the number of these events is unknown) by creating two new permit templates in System Admin of the GovPartner software system: (1) New Commercial Bldg with fire line, and (2) Addition to Commercial Bldg with fire line. By using a permit template, all of the inspection schedules are automatically included in the project. This more clearly communicates expectations to the contractors.

27. Building Services & Planning: Increased capacity and reduced costs by eliminating a courtesy letter prior to issuing a violation notice for performing work without a permit.

28. Building Services & Planning: Reduce costs and increased capacity by switching from providing business cards in protector sheets to DRT meeting attendees to providing a printable handout with the same identical information.

Always Do the Right Thing

Transporting of Work

Excess Inventory

Neighborhood Services – W-MEDIATE

Waiting

Mistakes/Defects

Excess Movement or Motion of Workers

Do it Right the First Time

Inefficient Processes

Neighborhood Services & Building Services: Increased efficiency by placing both Neighborhood Services and Building Services electronic files into a single folder, on a single drive.

29. Neighborhood Services & Planning: Increased capacity by creating a new compliance template in the GovPartner system titled “Feather flags/Banner Signs”. When selected the template automatically adds specific code language and the inspection type to the complaint record.

Always Do the Right Thing

Transporting of Work

Excess Inventory

- 30.Reduced paper storage by scanning Code Enforcement files into electronic files (Paper files were eliminated and replaced with electronic files, decreasing the inventory of paper files)

Planning – W-MEDIATE

Waiting

- 31.Improved customer service by streamlining the processing of requests for DVDs of public meetings
- 32.Increased capacity by designating a “Planner of the Day” that administrative staff can route citizen inquiries to. By designating a single planner to handle these types of inquiries, the other planners are better able to focus on their work.
- 33.Increased capacity by implementing the use of an electronic signature for the Planning & Zoning Administrator so that letters that have been approved can be sent out immediately.
- 34.Increased efficiency and reduced friction by preparing Board of Zoning Appeals and Planning Commission packet envelopes in advance, and by providing a current list of packet distribution instructions at the location where the packet envelopes are stored.

Mistakes/Defects

Planning & Building Services: Increased capacity by using the GovPartner Building module software for the Plan Review Process. Plan review comments can be entered directly into the GovPartner software resulting in automatic compilation into a letter format. This letter can then be distributed for approval, edits made, and the final copy provided to the permit applicant.

Planning & Building Services: Improved efficiency by asking all staff involved in plan checks to provide plans/documents to a designated person for check-in and tracking. This will also ensure that all related plans/documents are stored in one location (GovPartner project file)

Excess Movement or Motion of Workers

Do it Right the First Time

Planning & Building Services: Increased capacity by revising the required submittal documents to incorporate additional design details for proposed accessory structures. This included the creation of an Accessory Structures Compatibility Checklist.

Planning & Building Services: Increased capacity by utilizing a tool available in GovPartner software, which will prevent inspections from being scheduled until all required submittals have been received.

Planning & Building Services: Increased capacity by creating two new inspection types for commercial-new building final inspection, and residential-new home final inspection. Staff now has the ability to report/track these types of inspections.

Inefficient Processes

Planning & Building Services: Increased capacity and reduced costs by eliminating a courtesy letter prior to issuing a violation notice for performing work without a permit.

Planning & Building Services: Reduce costs and increased capacity by switching from providing business cards in protector sheets to DRT meeting attendees to providing a printable handout with the same identical information.

- 35.Reduced costs and increased capacity by switching from using mailing labels on property owner mailings to printing directly on the envelopes.

Planning & Building Services: Increased capacity by simplifying meeting notes to key points, decisions, code references, and homework items. Uses Olympus digital recorder to record the meeting proceedings verbatim.

Planning & Neighborhood Services: Increased capacity by creating a new compliance template in the GovPartner system titled “Feather flags/Banner Signs”. When selected the template automatically adds specific code language and the inspection type to the complaint record.

- 36.Reduced costs and increased capacity reducing the number of packets mailed to the Planning Commissioners and members of the Board of Zoning Appeals

Always Do the Right Thing

Transporting of Work

Excess Inventory